

## **DR. LOIS A. JORDAN, P.E., C.Q.E, M.B.B.**

Lois A. Jordan, Ph.D., P.E., C.Q.E, M.B.B, has over 30 years of industry experience in all aspects of quality / performance improvement, including Six Sigma / Total Quality Management, Lean Manufacturing, applied statistical analysis (including Statistical Process Control and Designed Experiments), enterprise / supply chain management, operations management, and strategic business management. She has also worked extensively in areas such as employee motivation / organizational behavior, customer satisfaction, leadership skills, communication, team-building, and participative management/self-managed work teams.

Dr. Jordan's career also includes over 20 years of teaching experience in both university and applied corporate settings. Her academic teaching experience includes positions as an adjunct instructor for both the Engineering and Management colleges of the University of South Florida (Tampa Campus), where she taught a variety of statistics and process improvement courses over several years. Most recently, Dr. Jordan held the position of Assistant Professor at the University of Tampa where she taught graduate and undergraduate courses in statistics, operations management, negotiations, management and business strategy, and was nominated for "Best Teacher" by her statistics students during her first semester there. She has also developed courses in and taught a wide variety of statistical, quality engineering, process improvement and business management topics to thousands of corporate participants through both her own training organization as well as through the American Society for Quality (ASQ), for whom she has been a top-ranked national seminar instructor for over 20 years and a frequent recipient of ASQ's "Outstanding Faculty" Award. She currently teaches Lean Six Sigma Green Belt, Black Belt and Master Black Belt certificate courses for Villanova University's On-Line Lean Six Sigma program.

Dr. Jordan began her career as the Lead Quality Engineer for Western Electric's Cable and Wire Division where she was responsible for all division product quality data analysis and problem resolution. She then moved to Paradyne Corporation where she developed and implemented their first supplier quality management program. Her success in that position moved her into the position of Quality Manager for Paradyne where she implemented a variety of successful quality management and process improvement programs. She left Paradyne to pursue her Ph.D. through a customized program which allowed her to combine all of her interests in management, statistical analysis, quality engineering and process improvement. Since then, Dr. Jordan has also spent time with several other companies in a variety of "acting" Director of Quality positions to assist these organizations during times of transition or through severe quality problems.

In 1989, Dr. Jordan founded her own consulting and training firm specializing in helping organizations achieve their business objectives through the use of quality management and process improvement tools and techniques, industrial engineering principles and methodologies, and statistical analysis, including topics such as Six Sigma and Lean Manufacturing. Her customer list includes a wide variety of organizations such as Abbott Labs, Alcon, Andersen Windows, AT&T, Bayer Corporation, BB&T Bank, Becton Dickinson, Boeing, Capital One, Chart House Restaurants, Coca-Cola, Compaq, Energizer, Fidelity Investments, the State of Florida's Department of Labor, Florida Hospital, General Dynamics, Hitachi, Honeywell, Johnson & Johnson, JP Morgan / Chase, Kaiser Permanente, Kennedy Space Center, Kerry Ingredients, Lakeland Regional Medical Center, Mannington Floors, Medtronic Cardiovascular, Moen, NASA, Naval Undersea Warfare Center, Northrop Grumman, Northside Hospital, Pinellas County (Florida) Sheriff's Department, Polk County (Florida), Rockwell Collins, Siemens, Smith & Nephew, Square D Company, St. Anthony's Hospital, St. Joseph's Hospital, St. Petersburg College, Tampa Electric Company, Transitions Optical, TRW, Unocal Oil, U.S. Homes, Volvo, Wachovia Bank, West Pharmaceutical, Wyeth Ayerst Labs, and Zimmer.

Dr. Jordan's primary research interests are focused on organizational effectiveness in business. To that end, she has worked with many organizations on a variety of sponsored research projects in this field and has also presented her work at dozens of business conferences and events. She has also written numerous technical manuals, including "Implementing Statistical Process Control (SPC)", "Strategic Quality Planning", "Black Belt / Quality Engineering Statistics", "Six Sigma for Green Belts", "Six Sigma for Black Belts", "Introduction to Designed

Experiments (DOE)", as well as a variety of ASQ certification exam preparation courses, and her training manuals have been adopted and used by a wide variety of organizations and thousands of students worldwide. In addition, Dr. Jordan's extensive teaching experience and passion for process effectiveness have recently led her research into pedagogy for the improvement of teaching in both academic and corporate settings.

Dr. Jordan holds a Bachelor of Science degree in Industrial Engineering from the Georgia Institute of Technology, a Master of Business Administration from the University of South Florida, and a Ph.D. in Industrial Engineering with an emphasis on organizational effectiveness and applied statistical analysis, also from the University of South Florida. She is a registered Professional Engineer (P.E.) for the state of Florida, an ASQ Certified Quality Engineer (C.Q.E.), and also holds a Master Black Belt Certification (M.B.B.) from the University of South Florida MTEC. Her academic honors include membership in Alpha Pi Mu (Industrial Engineering Honor Society) and Tau Beta Pi (Engineering Honor Society). Dr. Jordan is currently a senior member of the American Society for Quality (ASQ) and has served for many years on the Board of Directors for the Tampa-St. Petersburg section of ASQ. She has also served as a member of both the Board of Directors and the Quality Steering Committee for Northside Hospital and Heart Institute (HCA).

On a personal note, Dr. Jordan and her husband are huge Georgia Tech Yellow Jacket football fans and try to attend as many home games as they can each year. She also loves animals and supports a variety of animal charities that rescue and provide homes for abused and unwanted animals. Her "children" currently include two rescued dogs named Willy and Tasha.

#### Publications:

Brock, Debbi, Susan D. Steiner, and Lois Jordan. (2011) Using the Social Entrepreneurship Model to Teach Engineering Students How to Create Lasting Social Change. In The Handbook of Humanitarian Engineering, Social Entrepreneurship and Service Learning. Thomas H. Colledge, editor

#### Academic Conference Presentations:

Papp, R., Jordan, L. "Death by PowerPoint: Striking a Careful Balance" (2012 ed., pp. 84). Nashville, TN: Joint International Conferences 2012 Academic Business World International Conference & International Conference on Learning and Administration in Higher Education.

Papp, R., Jordan, L. "PowerPoint in the Classroom: Success or Suicide?" (Spring 2012 ed., vol. 21). Nashville, TN: IIC Proceedings.

Jordan, L. "Service Quality Improvement in the Growth Management Division of Polk County." November 2006. Ft. Myers, FL: 8<sup>th</sup> Annual Academy of Business Disciplines Conference.

#### Business Conferences and Presentations:

"Show Me the Money: Why It's Important to Track Your Costs of Quality." 2012. UHY Financial Leaders Seminar, Atlanta, GA

"Knowledge Required by Quality Professionals Today." 2007. American Society for Quality (ASQ) Section 1508 January meeting, Tampa, FL

"Common Misuses of Statistics in Six Sigma Project Analysis: Bottom Line Business Implications." 2006. American Society for Quality (ASQ) Annual Six Sigma Forum, Ft. Lauderdale, FL (Received highest participant evaluation score of all speakers)

"Establishing Effective Performance Metrics." 2004. BB&T Bank Annual Employee Conference, Winston Salem, NC

"Three Approaches to Organizational Improvement: A Panel Discussion Comparing and Contrasting Six Sigma, ISO, and the Malcolm Baldrige National Quality Award." 2004. Florida Sterling Awards, Orlando, FL

"Designed Experiments." 2003. Workshop Leader – American Society for Quality's Quality Applications Institute, Milwaukee, WI

"Statistical Process Control." 2003. Workshop Leader – American Society for Quality's Quality Applications Institute, Milwaukee, WI

"Introduction to Quality Engineering and Statistical Process Control." 2002. Workshop Leader – American Society for Quality's Quality Application's Institute, Milwaukee, WI

"Six Sigma – Its History, Benefits, and Applications." 2002. Florida Sterling Awards Orlando, FL

"Six Sigma Panel Discussion." 2001. Presenter and Panel Member – University of Tampa, College of Business

"Introduction to Quality Engineering." 2000. Workshop Leader – National Manufacturing Week Conference, Chicago, IL

"Introduction to Designed Experiments for Electronics Manufacturing." 2000. Workshop Leader – NEPCON West, Anaheim, CA

"Introduction to Quality Engineering." 1999. Workshop Leader – American Society for Quality's Annual Quality Expo

"Statistics for Effective Business Decisions." 1998. Workshop Leader – American Society for Quality's Annual Quality Congress (AQC), Philadelphia, PA

"Customer Supplier Partnerships." 1996. Workshop Leader – Juran Institute's IMPRO 96 Conference, Orlando, FL

"Strategic Quality Planning." 1995. Chapter Meeting of the National Association for Purchasing Managers, Clearwater, FL

"The Importance of Statistics in Business Improvement." 1995. Chapter Meeting of the American Society for Quality Control, Tampa, FL

"Statistics for Effective Decision Making." 1994. Workshop Leader – American Society for Quality's Technical Tools Quality Institute, Lake Tahoe, NV

"Total Quality Management in the Classroom." 1994. Faculty In-Service Day Guest Speaker, St. Petersburg Junior College, Clearwater, FL

"The Importance of Total Quality Management in Business Today." 1994. Guest Lecturer - Total Quality Management class at St. Petersburg Junior College, Clearwater, FL

"Implementing Total Quality Management." 1994. Pasco County Chamber of Commerce, Plant City, FL

"Implementing Total Quality Management." 1994. Clearwater Chamber of Commerce, Clearwater, FL

"The Importance of Total Quality Management in Business Today." 1994. Clearwater Chamber of Commerce, Clearwater, FL

"The Importance of Total Quality Management in Business Today." 1993. Meeting of the American Business Women's Association, Clearwater, FL

"The Importance of Total Quality Management in Business Today." 1993. Guest Lecturer - Management Principles class at St. Petersburg Junior College, Clearwater, FL

"Overview of Total Quality Management Principles." 1993. Faculty In-Service Day Guest Speaker, St. Petersburg Junior College, Clearwater, FL (Voted "Best Presentation" by attending Faculty)

"Teachings of the Quality Masters." 1992. Workshop Leader - St. Petersburg Junior College Teleconference, St. Petersburg, FL